

CAMPBELL  
STEPHENSON  
ASCOLESE LLP

4807 Spicewood Springs Road  
Building 4, Suite 201  
Austin, Texas 78759  
T: 512-439-5080  
F: 512-439-5099

May 12, 2004

Docket No.: SBL0004US

MAIL STOP AMENDMENT  
COMMISSIONER FOR PATENTS  
P. O. Box 1450  
Alexandria, VA 22313-1450

RECEIVED

MAY 20 2004

Technology Center 2100

Re: Applicant(s): Mingte Chen; Anil K. Annadata; Kuang Huang  
Assignee: Siebel Systems, Inc.  
Title: User Interface For Multi-Channel Communication  
Serial No.: 09/823,531  
Examiner: Edward J. Bross  
Docket No.: SBL0004US  
Filed: March 31, 2001  
Group Art Unit: 2126

Dear Sir:

Transmitted herewith are the following documents in the above-identified application:

- (1) Return Receipt Postcard;
- (2) This Transmittal Letter (1 page) (in duplicate); and
- (3) Response To Non-Final Office Action (29 pages).

- ☒ No additional fee is required.  
☐ The fee has been calculated as shown below:

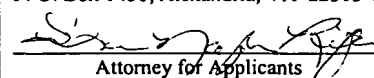
**CLAIMS AS AMENDED**

	Claims Remaining <u>After Amendment</u>		Highest No. Previously <u>Paid For</u>		Present <u>Extra</u>	<u>Rate</u>		Additional <u>Fee</u>
Total Claims	96	Minus	96	=	0	x \$ 18.00	\$	0.00
Independent Claims	13	Minus	13	=	0	x \$ 86.00	\$	0.00
<b><u>Total additional fee for this Amendment:</u></b>							\$	<u>0.00</u>


- ☒ Conditional Petition for Extension of Time: If an extension of time is required for timely filing of the enclosed document(s) after all papers filed with this transmittal have been considered, an extension of time is hereby requested.
- ☐ Please charge our Deposit Account No. 502306 in the amount of \$ 0.00
- ☒ Also, charge any additional fees required and credit any overpayment to our Deposit Account No. 502306.

**Total:** \$ 0.00

I hereby certify that this correspondence is being deposited with the United States Postal Service as First Class Mail in an envelope addressed to: Mail Stop Amendment, Commissioner For Patents, P. O. Box 1450, Alexandria, VA 22313-1450, on May 12, 2004.

  
Attorney for Applicants  
Date of Signature 5/12/04

Respectfully submitted,

  
D'Ann Naylor Rifai  
Attorney for Applicants  
Reg. No. 47,026



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: Mingte Chen; Anil K. Annadata; Kuang Huang  
Assignee: Siebel Systems, Inc.  
Title: User Interface For Multi-Channel Communication  
Serial No.: 09/823,531 Filed: March 31, 2001  
Examiner: Edward J. Bross Group Art Unit: 2126  
Docket No.: SBL0004US

MAIL STOP AMENDMENT  
COMMISSIONER FOR PATENTS  
P. O. BOX 1450  
ALEXANDRIA, VA 22313-1450

Austin, Texas  
May 12, 2004

**RECEIVED**

MAY 20 2004

Technology Center 2100

**RESPONSE TO NON-FINAL OFFICE ACTION**

Dear Sir:

This paper is responsive to the Office Action dated February 12, 2004, having a shortened statutory period expiring on May 12, 2004. Further examination and reconsideration are respectfully requested in view of the amendments and remarks set forth below.

Amendments to the Specification begin on page 2 of this paper.

Amendments to the Claims are reflected in the listing of claims which begins on page 4 of this paper.

No Amendments to the Drawings are presented in this paper.

Remarks begin on page 22 of this paper.